

**Change and Adoption Lead**

You will play a pivotal role in ensuring successful adoption and embedding of change across all projects. You will focus on driving engagement, building stakeholder relationships, and implementing strategies that promote smooth transitions and lasting transformation.

**What are my key responsibilities?**

Lead change and adoption activities across multiple projects, ensuring alignment with organisational transformation goals.

Develop and implement engagement strategies to promote awareness, understanding, and acceptance of changes amongst stakeholders.

Identify and address barriers to change adoption, working closely with project teams to mitigate risks and resolve issues.

Design and deliver communication plans and materials to ensure stakeholders remain informed and engaged throughout the change process.

Collaborate with Business Change Project Managers to embed adoption strategies into project plans, ensuring a consistent approach is embedded within the delivery framework.

Support and coach the Business Change team in planning and implementing change and adoption activities and strategies.

Facilitate workshops, focus groups, and training sessions to support end-users in adopting new systems, processes, or behaviours.

Monitor and measure the success of change initiatives, collecting feedback and adjusting plans to improve outcomes.

Act as a trusted advisor to stakeholders, providing expert guidance on best practices for change management and adoption.

Collaborate with stakeholders to identify opportunities for continuous improvement post-implementation.

Champion a culture of collaboration and innovation, encouraging stakeholders to contribute to successful change efforts.

Support governance processes by preparing materials and coordinating activities for appropriate boards and meetings.

**Relationships**

Reporting to the Head of Transformation, you will work closely with Business Change Project Managers, Business Analysts, and key stakeholders across the business, acting as the expert in change, adoption, and stakeholder engagement.

**Role Requirements:**

There are certain qualifications, experience and attributes we are looking for to operate effectively as Change and Adoption Lead:

* Qualified in a relevant change management discipline such as PROSCI, CCMP, APMG Change Management, etc. A degree level qualification is desirable in relevant field.
* Strong expertise in change management principles and methodologies, with proven experience in driving adoption.
* Demonstratable experience in embedding change and adoption strategies in alignment with agile ways of working.
* Excellent communication and stakeholder engagement skills, with the ability to build trust and influence at all levels.
* Experience in designing and delivering engagement and communication plans to support organisational change.
* Proven ability to identify resistance to change and develop strategies to overcome it effectively.
* Knowledge of training and support strategies to enable end-users to adopt new processes, systems, or behaviours.
* Strong organisational and coordination skills, with the ability to manage multiple change activities simultaneously.
* Experience working collaboratively with project managers and cross-functional teams to align change initiatives with project goals.
* Analytical skills to monitor and evaluate the success of change efforts, using metrics and feedback to inform continuous improvement.
* Evidence of continuing professional development.
* A passion for driving positive change and embedding sustainable transformation across an organisation.

We recognise that our success as a business depends largely on the quality and commitment of our colleagues; our values set out in the Corporate Plan identify the behaviours that we expect all colleagues to display at whg.

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| A blue circle with white hands in it  Description automatically generated | Trustworthy  You can rely on us. We are honest in everything we do. |
| A yellow circle with a white outline of hands shaking  Description automatically generated | Respectful  Valuing people and treating everyone with empathy and fairness. |
| A hand holding a shield  Description automatically generated | Accountable  Taking responsibility for our actions and owning the delivery of our promises. |
| A pink circle with two people holding a heart  Description automatically generated | Collaborative  Achieving great things by working together. |
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| A star on a blue circle  Description automatically generated | Excellent  Striving to be the best and delivering the best outcomes for customers and the organisation. |